

I. OUTCOME

Voyage Ltd fully meets the requirements of the Investors in People Standard. I am pleased to confirm that there are no actions required to meet the Standard, following this successful assessment visit.

The Assessor would like to thank Ellen Parker for all her hard work during the assessment and Sue O'Brien for aiding and abetting me in Sheffield!

2. EXECUTIVE SUMMARY

The Assessor would like to acknowledge the 104 staff and managers who were kind enough to give their time for interview and to those who voluntarily came for interview in their own time. The enthusiasm and commitment of all staff was astounding and all those interviewed were driven with this spirit to the point where it almost overwhelmed the Assessor – this is absolute magic! Every one of the interviewees was supportive of Voyage management – brilliant!

The care that is provided to residents is extremely serious and professional, but there was so much laughter in the homes that this also becomes infectious. On a number of occasions the Assessor was caught up in this – particularly Church Street Mansfield where the mini bus was being reversed out of a tight space!!!

The Company has gone through significant change in management structure since 2003 and there have been a number of major organisational changes culminating in the realignment of Regions to Divisions and the creation of a Development Division. Despite all this change the morale and commitment of staff has not wavered. In fact, members of staff who were employed in the business before the acquisition report that the management style has gone seamlessly from autocratic to democratic!

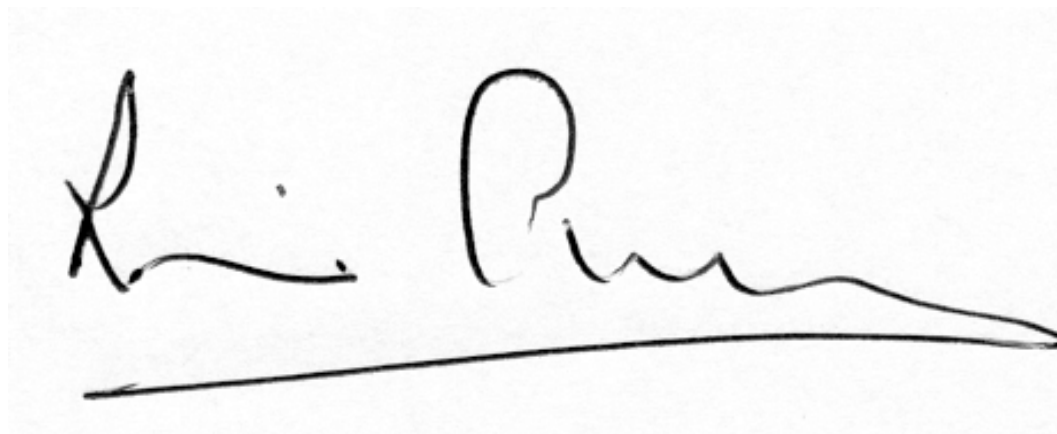
The assessment covered visits to 19 homes and support offices from Gloucester in the south to Falkirk in the north and the excellent culture was the same at all locations. There was an overwhelming sense of team spirit in all the premises visited. The Voyage word was imprinted into everyone interviewed just like a stick of Blackpool rock – most impressive.

A number of staff and managers have confided in the Assessor that they have been head hunted and offered significantly more money elsewhere but are loyal to Voyage because of the opportunities for corporate growth which will inevitably mean better opportunities for them. It is also true to state that the vast majority of staff are extremely happy with the style of management in all parts of the business.

There is a real sense of potential advancement within the Company. A large number of senior support workers and support workers remarked on the amount and quality of learning and development they are required to undertake and how this will set them up for promotion. They also said that the quality of training given helped them to provide excellent care to residents which in turn gave them immense job satisfaction. I think this is quite a potent statement and reflects how much this Company cares about the skills of its people.

Voyage South Division achieved Investor in People recognition some years ago when it was owned by a previous Company. They were successfully reviewed in 2008 and will be absorbed into a companywide recognition process when Voyage Ltd achieves recognition.

The feedback session was attended by members of the Management Board and senior management which demonstrates the Company support for this assessment.

A handwritten signature in black ink, appearing to read 'Richard Sloane', written over a horizontal line.

Richard Sloane
Specialist Adviser & Assessor
Quality South West
17 March 2009